ISO 9001 REGISTRATION MAINTENANCE GUIDE

MSFC Quality Policy:

MSFC policy is to provide quality products and services to our customers.

MSFC is committed to:

Excellence - Pursue excellence and continuous improvement in successfully accomplishing all programs and activities required for developing and operating safe, economical, and reliable space systems.

Quality, Safety, and Reliability - Maintain high quality, safety, and reliability standards in all our activities as the paramount elements of mission success.

Importance of Our People - Provide excellence in our work force by seeking and retaining high-quality employees; promoting employee development, reward, and recognition; providing an open and creative environment; emphasizing individual responsibility and initiative; and maintaining and enhancing "hands-on" competence.

4.1   Management Responsibility

National Aeronautics and
Space Administration

Marshall Space Flight Center
Marshall Space Flight Center, AL 35812

Visit the MSFC ISO 9000 Home Page at:
http://iso9000.msfc.nasa.gov:9001/index.html

Last Revised: 01/19/99

SAY WHAT YOU DO!
DO WHAT YOU SAY!

Contact your Organization ISO Representative if you have any questions.

AA	Jim Ellis	544-0721
BC	Lynn Grisham	544-7925
CC	Gray Marsee	544-0016
CE	Billie Swinford	544-0087
CO	Tom Dollman	544-6568
CR	Jack Beasley	544-0630
EB	Jim Blanche	544-3707
ED	Rod Stallworth	544-7189
EE	Jeff Spencer	544-7498
EH	Dawn Cross	544-1835
EL	Bob Zagrodzky	544-3293
EO	Sonja Hutchinson	544-3312
EP	David Harris	544-0057
ES	Roslin Hicks	544-7795
FA	Sandy Kirkindall	544-7233
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HR	Roger Chassay	544-5745
JA	Jackie Steadman	544-1940
MG	Julie Bassler	544-7412
PD	Don Thurman	544-1908
RA	Dennis Smith	544-9119
SA	John Pea	544-8437
TA	Marc Osborne	544-2300

MSFC ISO Management Representative:
Sid Saucier   544-1919
ISO 9001 ELEMENTS:

ISO REGISTRATION AUDIT SCHEDULE:

Nov '97 -   Pre-Registration Assessment
Feb '98 -   Registration Assessment
May '98 -   Registration to ISO 9001
May '98   First Surveillance Audit
Feb. '99   Surveillance Audit
Aug. '99   Surveillance Audit
Feb. '00 - Surveillance Audit &
            Pre-Assessment Audit to New Scope*
May '00 - Registration Audit to New Scope*

* MSFC's Scope of ISO Registration will be
expanded to include all activities at MSFC by May
2000. In the meantime, the New Scope will be
implemented and audited as procedures and
instructions are developed and released. Details will
be forthcoming in future documentation revisions.
For more information, contact your Organization
ISO Representative (listed on the back page).
GENERAL INFORMATION:

Adopted by the International Organization for
Standardization, **ISO 9001** is a set of standards and
guidelines which define the minimum requirements
for an effective quality system.

ISO is a process of documenting what we do when it
affects quality. It does not create an additional layer
of bureaucracy. ISO does confirm that we follow our
stated procedures.

Documenting our processes and procedures is a
simple and reasonable activity. It does not require
new processes or procedures. We use and document
what we have and do.

Documentation may take many forms: flow charts,
check lists, test instructions, assembly drawings,
work instructions. They may be as simple or as
complex as necessary, depending on work and the
qualifications and training of the person doing the
work.

Once the work activities are documented, a review or
audit will follow. The audit will assure that there are
procedures to cover the work and that we follow
those procedures. When participating in an audit, a
common sense approach is all that is needed to make
it a pleasant, productive and successful experience.

Whether the auditors are our own internal people or
the independent ISO 9001 registration auditors, it is
essential that all personnel be prepared to address
the auditor's questions in a professional manner.

There are two basic questions that the auditors will
ask, "What do you do?" and, "Do you have work
instructions that tell you how to do your work?"

**ISO Registration is an activity that
takes the active commitment and
participation of all employees. Get
involved: stay informed.**

Please, review this brochure and familiarize yourself
with the **MSFC Quality Policy** and the **"Mini-
Guide to ISO 9000."** If you do not have a copy of
the Guide, contact your Organization ISO
Representative (listed on the back page).

SCOPE OF ISO REGISTRATION:

The Quality Management System (QMS) shall apply
to all processes for procurement, design,
development, and onsite production of flight
hardware, flight software, and associated ground
support equipment interfacing with flight hardware
and software, for which MSFC has responsibility.

EACH EMPLOYEE SHOULD:

- Know MSFC's Quality Policy.
- Know your **ISO Management Representative -
  Mr. Saucier**.
- Know your job responsibilities.
- Know where quality policies and procedures
  are located.
- Know what work instructions apply to your job
  and where they are located.
- Know how to access the Master List for
  documents related to your work.
- Know what to do if you find products or services
  that are nonconforming and how to use the
  corrective action system.
- Know what your job qualifications are.
- If asked any questions about the system,
  answer only with known information.
- Don't guess. If you don't know, say,
  "I don't know."